

**Flora M. Castillo, C.H.I.E.**  
**Vice President Transportation, UnitedHealthcare Community and State**  
**Board Member, WTS International**  
**Board Member, New Jersey Transit, Inc.**

Ms. Castillo is a Certified Health Insurance Executive (CHIE) with more than 25 years of health care, transportation, social determinants of health, non-profit/trade association management and managed care experience. Flora is a national thought leader dedicated to advocating for customer-focused mobility services that support communities and individual autonomy and wellbeing. She has earned a reputation for creativity, innovation and go-to person in developing markets, strategic partnerships and relationship building with C-suite customers. She has specialized in business and community development; product and program innovation; marketing, public relations, advocacy, coalition building, public and non-profit governance.

Reliable and dependable transportation is an important enabler of health care access and foundational to enabling self-sufficiency and well-being, while lack of transportation access can create a barrier for treatment, aging in place and accessing needed wrap-around support services. No one knows this better than Flora Castillo, who has a unique perspective and understanding of the issues gained throughout her civic and managed care career leadership roles that spans more than 25 years. Currently she is National Vice President of Transportation for UnitedHealthcare Community & State myConnections™. UnitedHealthcare Community & State proudly serves over five million Medicaid members in 24 states, plus Washington D.C. UnitedHealthcare is a division of UnitedHealth Group (NYSE: UNH) which is a diversified Fortune 50 health and well-being company with a mission to help people live healthier lives. UnitedHealthcare myConnections™ is a program designed to improve access to essential community and social support services and Flora leads the creation of higher quality transportation solutions and innovative pilots to provide consumers access to community resources. She is responsible for the development and implementation of a Build, Buy, Partner strategy for enhancing non-emergency medical and non-medical transportation services to support whole person care.

A long-time advocate for quality and accessible transportation and Flora has served as a member of the NJ TRANSIT Board of Directors since 1999. At that time, she was recognized for her community and civic work and was appointed to the board by New Jersey Governor Christine Todd Whitman – making her the first Latina and the youngest member to serve on the Board. Three more Governors, most recently by Gov. Chris Christie, have reappointed her. She chairs the Board's Customer Service Committee and is a member of the Safety and Administration Committees overseeing an annual budget of more than \$3.585 billion and 10,978 employees. NJ TRANSIT is the nation's largest statewide public transportation system providing more than 924,159 weekday trips on 261 bus routes, three light rail lines, 12 commuter rail lines and through Access Link paratransit service. It is the third largest transit system in the country with 164 rail stations, 61 light rail stations and more than 19,000 bus stops linking major points in New Jersey, New York and Philadelphia.

During her tenure, Ms. Castillo has worked diligently to helping to shape policy for thousands of daily transit riders—many who are transit dependent. She knows firsthand the value that reliable public transportation meant to her mother and the lifeline that is for so many of our customers, especially elderly, disabled, and poor people—many of whom would be stranded without it. An ardent transit advocate, Ms. Castillo has played a vital role in ensuring quality services for NJ TRANSIT customers, including increased seating capacity, cleaner trains and buses and new equipment. She played a key role in enhancing customer amenities for new multilevel rail cars that NJ TRANSIT has been placing into service throughout the system. Flora's advocacy for diversity and inclusion led to the creation of a chief diversity officer role, establishment of a succession plan and enhanced goals and strategies in support of small disadvantaged business enterprises. In 2003, she launched the Corporation's first-ever Transit Academy Workforce Awareness and Readiness Program, formed to introduce high school students and young adults to the different career opportunities within the transportation industry. This unique program helps those who become interested acquire the underlying skills to successfully compete for and secure these jobs. She believes that the transportation industry offers a plethora of career options and paths.

Ms. Castillo's motto of paying it forward is evident by her continued commitment of giving back, serving at the national level as the 2012-2013 first Latina elected chair of The American Public Transportation Association (APTA), a nonprofit international association of 1,500 public and private member organizations, engaged in the areas of bus, paratransit, light rail, commuter rail, subways, waterborne services, and intercity and high-speed rail. This includes: transit systems, construction, and finance firms; product and service providers; academic institutions; transit associations and state departments of transportation. In this role, she served as the spokesperson for the industry and led its 100-member board, 17-member executive committee and member systems that represent more than 90 percent of the people using public transportation in the United States and Canada. During her yearlong service as Chair, Ms. Castillo's overarching theme of "It's All About the People," focuses on workforce development, access to critical health services, authorization, diversity and inclusion. Her signature accomplishments included the establishment of APTA's Authorization Task Force, an industry working-group of 125 individuals, representing public transportation providers, manufacturers and related businesses, reviewed the changes made in the most recent authorizing law and issued the Surface Transportation Authorization Recommendations in 2013. Her leadership was instrumental in the development and implementation of an Early Career Program, APTA's first-ever yearlong mentoring program focused on retaining and developing the next generation of transit leaders and which continues as of today. She's served as a subject matter expert and collaborated with the FTA for the Rides to Wellness and coordination on non-emergency medical transportation.

Ms. Castillo has an extensive record of not-for-profit service. She currently is a member of the board of directors of Greater Philadelphia Health Action, Inc., United Way of Philadelphia and Southern New Jersey, Women Transportation Seminar (WTS), PlanW Political Action Committee, and National Urban Fellows. She is an advisory board member of The Alan Voorhees Transportation Center and Transportation Diversity Council. Flora served as a member of Open Streets Network of Champions, an initiative of 8-80 Cities as part of an exciting new grant project called 'Bringing Open Streets to America' with the Robert Wood Johnson Foundation. With a clear focus on health, Open streets programs can become a key intervention in the fight against childhood obesity in America.

Ms. Castillo is actively involved in mentoring young professional, women and minorities across the US. For her commitment to public service she has received numerous awards and recognitions, including the 2017 Latina Pioneer Award from LUPT PAC; 2016 Women Who Move The Nation Award from the Conference of Minority Professional Officials; 2013 Latina Trailblazer Award from the Statewide Hispanic Chamber of Commerce of New Jersey; Hispanic Business 50 Influentials; Minority Business Leader Award from the Philadelphia Business Journal; and Transportation Leadership Award from, Newark Regional Business Partnership. She also received the Transportation Diversity Council Award for Diversity and The Agent of Change in Public Transportation Award in October 2012. In September 2011, Metro Magazine recognized her as one of public transportation's Movers and Shakers. In 2010, the American Public Transportation Association (APTA) honored her as the Outstanding Public Transportation Board Member for her contributions to the industry.

Born and raised in El Salvador, Ms. Castillo immigrated to Long Island, NY in 1981. A product of an ESL program, she went onto received her Bachelor's Degree in Management Business Administration from Long Island University in Southampton, NY. She is a graduate of the Christine Todd Whitman Excellence in Public Services Series; Leadership, Inc. Program of Philadelphia; and America's Health Insurance Plans Foundation's Executive Leadership Fellowship where was awarded the Certified Health Insurance Executive ("CHIE") designation from Program making her one of only 400 national fellows to earn such designation.